



Meeting Summary
Education Training Sub-Committee
1/23/2015
Lexington PD Training Facility
415 Lee Smith Rd
Lexington, NC
12:00-1:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Judy Jenkins	Tina Bone	
Crystal McDuffie	David Dodd	
Lora Nock, Chairman		
Donna Wright		
<u>Members Absent</u>	<u>Staff Absent</u>	
Dinah Jeffries	Richard Bradford	
Tonya Pearce	Dave Corn	
	Marsha Tapler	
	Richard Taylor	

The 911 Board's Education Training Sub-Committee held their first meeting on 1/23/2015 in Lexington, at the completion of the NC APCO and NENA Chapter Meetings. Committee Chairman Lora Nock called the meeting to order and welcomed everyone. Lora recapped the discussion from the last Education Committee meeting, and the direction desired by the PSAP Managers appears to point this Sub-Committee toward two goals. First there is a need to create an introductory course with the target audience being new or prospective PSAP managers. Once that is completed, the second goal would be to explore a much more detailed course of study that would result in a professional credential or certification for the PSAP Manager. The group tackled the short term goal of the introductory class first.

There was initial discussion this introductory level class might be modeled closely after the NENA Center Manager Certification Program. Some on the Committee felt that while there was some good information in this class, it might be too advanced for a new or prospective manager. The consensus of the group was this class might be best “built from scratch.” Once the class is built, the initial thought on delivery would be one class per year in each of the 4 Managers regions. The length of the class was also discussed, and the group’s opinion was the length could not be determined until the topics to be covered were identified. The group was in agreement this should be a “traditional” live class, and to promote discussion and networking, the classes should be overly large.

The Sub-Committee’s action item for the next meeting is to come up with a list of the topics that should be covered in this class, and the estimated classroom time it will take to cover each topic. Each Committee member can submit their information to David Dodd, who will compile a summary list of all topics.

The Committee also talked briefly about the second goal of a credential or certification program. One possible model might be something similar to a program NC Emergency Management uses. There is an initial group of classes taken, followed by successfully completing a test, that will result in an “Associate” level of certification. This certification might require the completion of the NENA ENP certification. Additional required classes, possibly to include the APCO RPL program, would result in the “Executive” certification level. It was noted the Emergency Management model could take up to 5 years to complete. The courses for this class could be a combination of live and online offerings.

It was also noted the names of the classes and/or certifications should be unique and not vendor specific. The classes could include offerings from commercial providers, but the program names should be specific to North Carolina.

The Sub-Committee’s next meeting will be a conference call on Wednesday, February 11th, at 10:00 AM. The goal is to have an outline of what the introductory class should include and the length of the class, ready to present to the Education Committee at their meeting on February 19th. There being no further business, Lora Nock adjourned the meeting.